

WHAT IS CLAIMED IS:

A

1. A method for automatically detecting when an agent is available, comprising:

entering an agent ID, by an agent at an agent station when the agent answers a routed call, the routed call requesting a call-back, the agent ID entered yielding DTMF tones

5 encoding the agent ID corresponding to the agent; and

detecting, by a telephony server, the DTMF tones resulted from the agent ID entered by the agent.
- 10*

2. The method according to claim 1, further comprising:

routing a call, prior to the entering, by a call center, as the routed call to the agent station, the routed call being placed based on a request from a user requesting the call-back.
- 15*

3. The method according to claim 2, wherein the routing a call comprises:

receiving, by a call center, a call from the telephony server;

detecting, by the telephony server, the DTMF tones, and connecting the call to the user requesting the call-back.
4. The method according to claim 3, further comprising:

receiving, by the telephony server, a request for the call-back issued by the user via a

20 web page on a browser, the request comprising a telephone number, to be used for the call-back; and

placing the call, by the telephony server, to the call center.

5
A
5. The method according to claim 4, further comprising:
placing and bridging, by the telephony server, the call-back to the user based on the telephone number after detecting the DTMF tones.

5
6. A system for automatically detecting when an agent is available, the system comprising:

a call center;
at least one agent station connecting to at least one agent and the call center;
a telephony server for receiving a request for a call-back from a user, placing a call to the call center, detecting when an agent is available, and placing the call-back from the agent to the user.

10
15
7. The system according to claim 6, further comprising:
a user station from where the user issues the request for the call-back via a web page on the browser, the user station comprising a phone connecting to the telephony server, and an internet device, connecting to the browser.

20
8. The system according to claim 7, wherein
said internet device includes a personal computer.

9. A system, comprising:
a receiver for receiving a request from a user for a call-back;

a DTMF string generator for converting the request to a DTMF string;

a transmitter for transmitting the DTMF string;

a detector for detecting DTMF tones;

5 a phone call bridge for placing and bridging the call-back.

10. The system according to claim 9, further comprising a storage for storing the information from the request.

11. A computer-readable medium having program code recorded thereon, which when read and executed by a computer, the computer is caused to:

generate DTMF tones, at an agent station, based on an agent ID, entered by an agent at the agent station when the agent answers a routed call, the routed call requesting a call-back, the DTMF tones encoding the agent ID corresponding to the agent; and

5 detect, by a telephony server, the DTMF tones resulted from the agent ID entered by the agent.

12. The medium according to claim 11, wherein the code further causes the computer to route a call, by a call center, as the routed call, to the agent station, the routed call being placed based on a request from a user requesting the call-back.

20

13. The medium according to claim 12, wherein the code further causes the computer to:

receive a call from the telephony server connecting to the user;

identify, by the call center, the agent station to respond the call; and route the call to the agent station to generate the routed call.

14. The medium according to claim 13, wherein the code further causes the computer
5 to:

receive, by the telephony server, a request for the call-back issued by the user via a web page on a browser, the request comprising a telephone number, to be used for the call-back; and

place the call to the call center.

15. The medium according to claim 11, wherein the code further causes the computer to place and bridge the call-back to the user based on the telephone number after detecting the DTMF tones.